



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

November 19, 2014

Mr. Sergio Marchionne  
Chairman and CEO  
Chrysler Group  
800 Chrysler Drive  
Auburn Hills, MI 48326

Dear Mr. Marchionne:

I am writing to urge Chrysler Group LLC (Chrysler) to more aggressively seek out vehicle owners affected by the recall (13V-252) of Model Year (MY) 2002-2007 Jeep Liberty and MY 1993-1998 Jeep Grand Cherokee vehicles whose fuel tanks may rupture if the vehicles are struck from behind, leading to fires even in low- to medium-speed crashes.

I am concerned about the results of Chrysler's October 2014 recall update reports showing a woeful three percent repair rate out of more than 1.5 million affected vehicles. As you know, we recently shared ideas for steps Chrysler could take to get more people to repair their vehicles. At the National Highway Traffic Safety Administration's (NHTSA) request, Chrysler submitted an update on its rear structural reinforcement efforts, including current and planned outreach activities. However, given the low rates of repair that Chrysler has reported more than a year after the recall, significantly more aggressive steps are required.

NHTSA took the proactive step of rigorously testing the remedy to determine its effectiveness and has urged Chrysler on multiple occasions to ramp up production to ensure the company can meet consumer demand for these repairs. Although Chrysler has reported to us that nearly 400,000 parts are available to repair these vehicles, NHTSA has received consumer complaints expressing frustration that Chrysler is not fully cooperating, and that information provided by the dealerships is confusing. According to complaints received by NHTSA, owners are being turned away by Chrysler dealerships because of a lack of parts, and, in some cases, are reportedly being told that their vehicles are safe to drive without the remedy. If these reports are at all accurate, the dealerships' conduct is unacceptable.

Chrysler must reexamine and accelerate its efforts to repair the recalled vehicles and proactively reach out to their owners. Additionally, Chrysler must ensure that there are no barriers to dealers obtaining parts and setting up appointments when consumers ask for repairs. More specifically, Chrysler must correct the reported practice of some dealers telling customers that no parts are available when the information you have provided us indicates that is clearly not the case. Importantly, Chrysler must ensure that dealerships do not advise owners that there is no risk to driving affected vehicles without the remedy. To ensure that Chrysler is fulfilling its obligation to protect public safety, I request, within 15 days of the date of this letter, that Chrysler confirm

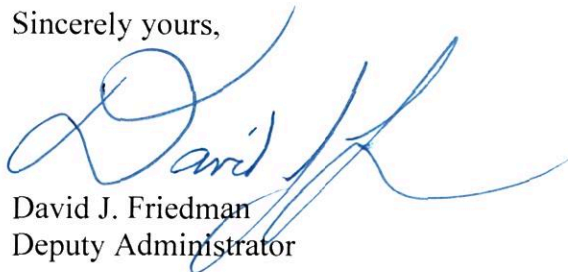
that its dealerships are giving owners accurate information and implementing the repairs in a timely and effective manner, and that Chrysler provide a more robust and specific plan to contact and incentivize owners to get their vehicles repaired with specific target dates for the enhancements to your outreach efforts.

NHTSA is aware of reports that some vehicles subject to the recall were not able to be repaired because of excessive rust on the vehicles' frames. This is of great concern, as it suggests that at least some vehicle owners are being turned away from dealerships without repairs, because their vehicles are not in a good enough condition to be repaired, and they are unable to pay the significant costs for new hardware that would be required to complete the repair. As we have reiterated to Chrysler, we believe the repair of these vehicles is of critical importance and must be completed in order for drivers and passengers to be adequately protected. Within 15 days, please inform NHTSA of Chrysler's plan for dealing with these specific vehicles and vehicle owners, including how you are ensuring the specific criteria that are being used to determine the condition sufficient for the repair are being uniformly applied.

It is your responsibility to notify affected owners that parts are available and to ensure that dealers are effectively and accurately communicating with their customers. In the strongest possible terms I urge you and your dealers to work together to ensure that the safety risk to vehicle owners from this defect is clearly communicated and effectively and expeditiously addressed.

Should you have any questions, please contact Kevin Vincent, NHTSA Chief Counsel, at (202) 366-9511.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "David J. Friedman", with a long, sweeping horizontal line extending to the right.

David J. Friedman  
Deputy Administrator